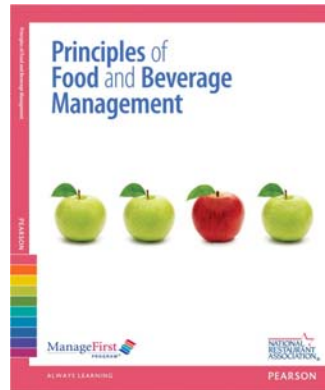


CASPER COLLEGE COURSE SYLLABUS
MGT 2330-Food and Beverage Service-N1
Fall 2015



Lecture Hours: **Online** Lab Hours: 0 Credit Hours: **3**
Class Time: **Online** Days: **Online** Room: **Online**

Instructor's Name: **Ginny Garner**

Instructor's Contact Information: **BU #109**

Office Phone: **(307) 268-2600**

Email: ggarner@caspercollege.edu

www.facebook.com/CreatingExperienceMakers

www.facebook.com/CasperCollege.HospitalityManagement

(I will respond to emails within 24-hours, Monday-Friday)

Office Hours:

Monday & Wednesday: 1:00 p.m. to 2:30 p.m.

Tuesday & Thursday: 11:00 a.m. to 12:30 p.m.

Fridays: By Appointment

Course Description: This course is for those interested in managing food and beverage services that include full service hotels, institutional food services, chain and independent restaurants, etc. This class serves as a foundational structure for the food and beverage manager.

Prerequisites: None

Institutional Outcomes:

- Demonstrate effective oral and written communication
- Solve problems using critical thinking and creativity
- Appreciate aesthetic and creative activities
- Use appropriate technology and information to conduct research

Program Goals:

- The School of Business and Industry provides students with the academic programs of general and specialized learning in preparation for responsible careers in the world of business.
- Business/Hospitality majors have the opportunity to pursue a top-quality two-year degree in Management, Marketing or Hospitality that provides the skills and abilities to succeed in the business world upon graduation.
- This educational experience enables students to develop the expertise needed to function in a retail environment and to develop an understanding of the social and economic forces shaping the future of the world's economy.

Course Goals: Provides an overview for those interested in managing food and beverage services that include full service hotels, institutional food services, chain and independent restaurants, etc. This class serves as a foundational structure for the food and beverage manager.

Course Objectives and Learning Outcomes: At the completion of this course students should be able to:

- Have a basic understanding of aspects of Managing Food and Beverage Services.
- Understand various roles and associated duties in Food and Beverage Services
- Understand practices to be in compliance with various laws regarding food service, safety and sanitation.

- Understand various laws in regard to management such as those that apply to EOE and ADA.
- Have an understanding of menu design and developing; and portioning as it applies to food and beverage.
- Acquire and understanding of restaurant design and equipment needs, themes, catering and banquet services.

Methodology: Online course with successful completion of ten (10) quizzes, twenty-two (22) discussion assignments, one (1) reflection paper and one (1) final exam.

Evaluation Criteria: This course is as a total of **1,000 points for the course**. These points will be earned through **ten (10) quizzes for a total of 200 points; twenty-two (22) discussion assignments for a total of 500 points; a reflection paper worth 200 points and a final exam worth 100 points = 1,000 points/course**.

(THIS SYLLABUS IS TENTATIVE AND SUBJECT TO CHANGE.)

Quizzes: There will be ten (10) quizzes, one at the end of each week. Quizzes will be given through your Moodle account and will consist of multiple choice, true/false and fill in the question. Each quiz is worth 20 points/each.

Discussion Assignments: There will be twenty-two (22) discussion assignments throughout the semester. All discussion assignments will be posted at the start of each week. Please see the attached sheet for specific dates. Each assignment will vary in points.

Quizzes and Discussion Assignments are due by 11:59 p.m. (MST) every Sunday.

Reflection Paper: You will write a three to five-page reflection paper using the readings from your textbook, *The Starbucks Experience* and one source of your choosing to develop a personal management philosophy. More information will be provided a later date: The paper is worth 200 points.

Final Exam: You will take a comprehensive final exam will be administered through Casper College's ACT Center. If you complete the test with a 70% or higher, you will receive a *ManageFirst* certificate of completion from the National Restaurant Association. More information will be provided at a later date: The test is worth 200 points.*

* *Your access code to take your test will be in the front of your textbook. **DO NOT THROW THIS AWAY!!** Also, if you purchase a digital, used or rented textbook you will need to purchase an individual access code through the Casper College bookstore.*

Grading:

Quizzes:	200 Points	20 points/chapter
Discussion Assignments:	500 Points	
Reflection Paper	200 Points	
Final Exam:	100 Points	
Total:	1,000 Points	

- Grades will be posted in the grade book section of your Moodle account.
- Grades will not be given over the phone or to anyone other than the student without the proper documentation.
- Your final grade will be based on the percentage points you receive on the tests and discussion assignments.

90-100= A

80- 89= B

70- 79= C

60- 69=D

59- 0= F

Required Text, Readings, and Materials:

- Principles of Food and Beverage Management 2nd Edition, National Restaurant Association (2013). National Restaurant Association Solutions, Pearson with the Access Code for your final exam.

- *The Starbucks Experience: 5 Principles for Turning Ordinary into Extraordinary* (2007), Michelli, J. McGraw-Hill, New York.

Class Policies: Last Date to Change to Audit Status or to withdraw with a “W” Grade is **November 12, 2015**. No extensions will be given or drop slip signed after this date.

Student Rights and Responsibilities: Please refer to the Casper College Student Conduct and Judicial Code for information concerning your rights and responsibilities as a Casper College Student.

Chain of Command: If you have any problems with this class, you should first contact the instructor to attempt to solve the problem. If you are not satisfied with the solution offered by the instructor, you should then take the matter through the appropriate chain of command starting with the Department Head/Program Director, the Dean, and lastly the Vice President for Academic Affairs.

Academic Dishonesty: (Cheating & Plagiarism) Casper College demands intellectual honesty. Proven plagiarism or any form of dishonesty associated with the academic process can result in the offender failing the course in which the offense was committed or expulsion from school. See the Casper College Student Code of Conduct for more information on this topic.

Official Means of Communication: Casper College faculty and staff will employ the student's assigned Casper College email account as a primary method of communication. Students are responsible to check their account regularly.

ADA Accommodations Policy: If you need academic accommodations because of a disability, please inform me as soon as possible. See me privately after class, or during my office hours. To request academic accommodations, students must first consult with the college's Disability Services Counselor located in the Gateway Building, Room 344, (307) 268-2557, bheuer@caspercollege.edu . The Disability Services Counselor is responsible for reviewing documentation provided by students requesting accommodations, determining eligibility for accommodations, and helping students request and use appropriate accommodations.

Class Schedule & Dates to Remember

Chapter Quizzes and All Assignments are due by 11:59 p.m. (MST) every Sunday.

August 24th-August 30th: Introductions

August 31st-Sept. 6th: Chapter One: It All Starts with a Menu

Sept. 7th-Sept. 13th: Chapter Two: Standardized Recipes Are Critical

Sept. 14th-Sept. 20th: Chapter Three: Product Purchasing

Sept. 21st-Sept. 27th: Chapter Four: Product Receiving, Storing, and Issuing

Sept. 28th-Oct. 4th: Chapter Five: Quality Food-Production Standards

Oct. 5th-Oct. 11th: Chapter Six: Quality Beverage Management Standards

Oct. 12th-Oct. 18th: Chapter Seven: Facilitating Performance of Production Staff

Oct. 19th-Oct. 25th: Chapter Eight: Communicating with Customers

Oct. 26th-Nov. 1st: Chapter Nine: Managing Buffets, Banquets & Catering

Nov. 2nd-Nov. 8th: Chapter Ten: Food & Bev. Mgt Analysis & Decision Making

Nov. 9th-15th: Final Exam Week

Nov. 16th-Nov. 22rd: *The Starbuck Experience: Pages 1-46*

Nov. 23th-Nov. 29th: *The Starbucks Experience: Pages 47-108*

Nov. 30th-Dec 6th: *The Starbucks Experience: Pages 109-182*

Dec. 7th-Dec. 13th: Reflection Paper due by: Sun, Dec. 13th at 11:59 p.m. (MST)

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